



Disabilities Inclusion

Nationally, thousands of people with disabilities serve as AmeriCorps members, Senior Corps volunteers and Learn and Serve America students. In addition to integrating people with disabilities into all core programs, the corporation administers several grant programs specifically aimed at disability inclusion.

By statute, 1 percent of total funding appropriated by Congress to the Corporation for the National Service Trust must be set aside for disability grants. The corporation focuses its disability program grant support efforts on three primary areas:

outreach;
placement and reasonable accommodation;
and training & technical assistance.


DISABILITY INCLUSION
Disability by the Numbers

Georgia:	1,160,758	14.3%
Kentucky:	801,304	21.2%
Mississippi:	548,223	21.0%
North Carolina:	1,274,935	16.4%
South Carolina:	660,205	17.3%
Tennessee:	1,011,792	18.7%
West Virginia:	389,757	23.3%

2005 American Community Survey
[Fact Sheet] Data Profile Highlights:

Note: The 2005 American Community Survey universe is limited to the household population and excludes the population living in institutions, college dormitories, and other group quarters.

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Also, according to the **2005 American Community Survey**
[Fact Sheet] Data Profile Highlights:

People ages **5 and over** with a disability, listed by state:

In . . .

Georgia:	1,160,758	
14.3%		
Kentucky:	801,304	
21.2%		
Mississippi:	548,223	21.0%
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DISABILITY INCLUSION

The Definition of Disability

What does “disability” mean?

- Any physical or mental impairment that substantially limits one or more major life activities, has a history of such an impairment, or is perceived or “regarded as” having such an impairment, even when the impairment does not exist.
- Any hidden impairment that is not noticeable in a person’s speech, behavior or mobility such as learning disabilities, diabetes, epilepsy, organ disorders or asthma.

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What does “disability” mean?

Any physical or mental impairment that substantially limits one or more major life activities.

Any hidden impairment that is not noticeable in a person’s speech, behavior or mobility such as learning disabilities, diabetes, epilepsy, organ disorders or asthma.

DISABILITY INCLUSION

The Definition of a Disability

Under Section 504 of the Rehabilitation Act and the Americans with Disabilities Act, a person with a disability is one who:

- 1. Has a physical or mental impairment that substantially limits one or more major life activities,*
- 2. has a history of such an impairment,*
- 3. or is perceived or “regarded as” having such an impairment, even when the impairment does not exist.*

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Section 504 is a civil rights law that prohibits discrimination against individuals with disabilities.

Section 504 ensures that the child with a disability has equal **access** to an education. The child may receive accommodations and modifications.

Under Section 504 of the Rehabilitation Act and the Americans with Disabilities Act, a person with a disability is one who:

- *Has a physical or mental impairment that substantially limits one or more major life activities,*
- *has a history of such an impairment,*
- *or is perceived or “regarded as” having such an impairment, even when the impairment does not exist.*

DISABILITY INCLUSION

The Definition of a Disability

Analyzing the core phrases in this definition:

PHRASE: “Substantially limits”

MEANING: Unable to perform a major life activity, or significantly restricted in the condition, manner, or duration it can be performed, when compared to most people in the general population.

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The determination that a disability substantially limits an individual in performing major life activities is made on a case by case basis. It is not based merely on the existence of a condition (a physical or mental impairment), but on the impact of that impairment on an individual's ability to perform major life activities. Also, an impairment for one person may substantially limit a major life activity, while someone else may not be substantially limited..

DISABILITY INCLUSION

The Definition of a Disability

Analyzing the core phrases in this definition:

PHRASE: “Major life activities”

MEANING: Caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.

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Caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.

DISABILITY INCLUSION

The Definition of a Disability

Analyzing the core phrases in this definition:

PHRASE: “Has a history of”

MEANING: Has had in the past a history of having a recognized disability such as cancer that is currently in remission.

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Has had in the past a history of having a recognized disability such as cancer that is currently in remission.

DISABILITY INCLUSION

The Definition of a Disability

Analyzing the core phrases in this definition:

PHRASE: “Is perceived or ‘regarded’ as”

MEANING: The person does not need to have a disability if it is perceived by other that the disability is present, and the perception is acted upon.

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The person does not need to have a disability if it is perceived by other that the disability is present, and the perception is acted upon.

DISABILITY INCLUSION

The Definition of a Disability

Now put the definitions to the test.

- *Has a physical or mental impairment that substantially limits one or more **major life activities**.* -

Example 1-a

Janice, an RSVP participant, is paralyzed from the waist down.

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An impairment for one person may substantially limit a major life activity, while someone else may not be substantially limited...

DISABILITY INCLUSION

The Definition of a Disability

Now put the definitions to the test.

- *Has a physical or mental impairment that substantially limits one or more **major life activities**.* -

Example 1-a

Janice, an RSVP participant, is paralyzed from the waist down.

She is substantially limited in her ability to walk, therefore she has a disability.

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She has a disability. She is substantially limited in her ability to walk, therefore she has a disability.

DISABILITY INCLUSION

The Definition of a Disability

Now put the definitions to the test.

- *Has a physical or mental impairment that substantially limits one or more **major life activities**.* -

Example 1-b

Michael's knee chronically aches when he plays soccer.

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Does Michael have a disability?

DISABILITY INCLUSION

The Definition of a Disability

Now put the definitions to the test.

- *Has a physical or mental impairment that substantially limits one or more **major life activities**.* -

Example 1-b

Michael's knee chronically aches when he plays soccer.

Since he is not substantially limited in a major life activity, he does not have a disability.

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No. Since he is not “substantially limited” in a major life activity, he does not have a disability.

DISABILITY INCLUSION

The Definition of a Disability

- Has a **history** of such an impairment -

Example 2

John has an addiction to alcohol and is in recovery.

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He is considered to have a disability.

John has a history of being addicted and is in recovery; therefore, he is protected by the ADA. If he is currently abusing alcohol, he would NOT be protected by the ADA.

DISABILITY INCLUSION

The Definition of a Disability

- Has a **history** of such an impairment -

Example 2

John has an addiction to alcohol and is in recovery.

He may not have a disability now, but he is protected against discrimination based on his history of addiction. He is considered to have a disability.

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John has a history of being addicted; therefore, he is protected by the ADA.

DISABILITY INCLUSION

The Definition of a Disability

- Is ***perceived*** or “***regarded as***” having such an impairment, even when the impairment does not exist -

Example 3

Wendy’s behavior seems “strange” to the program supervisor, and the supervisor thinks that she has a psychiatric disability.

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If the supervisor takes action against Wendy based on her misperception that Wendy has a disability, Wendy is protected against discrimination under the “perception of disability” part of the definition.

DISABILITY INCLUSION

The Definition of a Disability

- Is ***perceived*** or “***regarded as***” having such an impairment, even when the impairment does not exist -

Example 3

Wendy’s behavior seems “strange” to the program supervisor, and the supervisor thinks that she has a psychiatric disability.

If action is taken based on this misperception, Wendy is considered to have a disability and is protected against discrimination.

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Another example is that a child has a disfigured face from a fire. The day care center is reluctant to admit her into the program because the instructor believes the other kids will tease her or be afraid of her. Even though the child has no difficulty functioning with her disfigurement, she is protected by the ADA because others consider her condition as a disability.

DISABILITY INCLUSION
Americans with Disabilities Act

The ADA

What does it cover?

- **Title I – Employment**
- **Title II – State and Local Government**
- **Title III – Public Accommodations**
- **Title IV – Telecommunications**
- **Title V – Miscellaneous Provisions**

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The official version of the ADA is quite long and complicated. But it can be simplified to a few general statements.

First of all what is it, what does it do, and who does it cover? The Americans with Disabilities Act (ADA) of 1990 was passed by the U.S. Congress, and signed by the President on July 26, 1991.

It is an attempt to stop discrimination of all types against people with disabilities solely because they have a disability. It is a widespread law that applies not only to access to public buildings, but to the rights of an individual with a disability to pursue their dreams to further their education, start or continue a career, or even their right to actively participate as a volunteer.

It protects their right to control their own activities of daily living, and gives them the freedom to choose their own destiny. This legislation applies to all areas of government whether it is federal, state, or local, and even applies to the United States Congress.

DISABILITY INCLUSION

Types of Disabilities

- 1. Visual**
- 2. Deaf and Hard of Hearing**
- 3. Speech**
- 4. Mobility**
- 5. Cognitive or Psychiatric**
- 6. Other Hidden Disabilities**

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There is no comprehensive list of protected disabilities because there are so many conditions that can result in an individual having a disability.

DISABILITY INCLUSION

Types of Disabilities

1. Visual Impairments

- a. Complete blindness
- b. Low (limited) vision

2. Deaf and Hard of Hearing

3. Speech Impairments

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1. Visual Impairments

Who has ever lead a person with a visual impairment?

When talking with a person who is blind or has a visual impairment, always identify yourself at the beginning of the conversation and remember to inform the person when you are ending the conversation, changing location, or leaving the area.

How do you lead a person with a visual impairment?

Never hold the person's arm while walking; let them hold your arm. This will allow them to walk slightly behind you and get a sense of what to expect from the motion of your body. Ask if they would like verbal cues about what is ahead as you approach steps, curbs, or other barriers.

Is it OK to pet a service animal? What about giving it a snack?

Never pet or call to a service animal when it is in its harness. The harness tells the animal that it is working; its attention should be on its master. When the animal is resting or out of its harness, always ask the owner for permission to pet it.

2. Deaf and Hard of Hearing Impairments

Should you speak slowly and exaggerate your words when speaking to a person with a hearing impairment?

What about speaking louder?

When speaking with a person who is Deaf or has a hearing loss, always look directly at the person. Keep your mouth and face free of hands or shadows. Do not speak with exaggerated slowness or with exaggerated facial expressions. As is proper telephone etiquette with all persons, speak clearly and distinctly when leaving voice mail messages. Also, do not shout; an increase in volume may actually make it more difficult for the person to understand you.

3. Speech Impairment

Should you anticipate what the person with a speech impairment is trying to say and finish his sentences? Why?

Should you repeat what the person said before you respond?

If you are speaking with a person with impaired speech, listen carefully and repeat what you've heard. Don't pretend to understand if you don't, and don't give up and say, "Never mind, it wasn't important." This tells the person you are talking to that you do not value his input enough to continue the conversation. Also, allow more time for a conversation with a person with speech impairment; do not rush him or try to finish his sentences.

DISABILITY INCLUSION

Types of Disabilities

4. Mobility Impairment

1. Wheelchair

- a. Manual
- b. Electric

2. Scooters

3. Crutches, canes

4. Walkers

5. Cognitive or Psychiatric Impairments

6. Other Hidden Impairments

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4. Mobility Impairment

Is it OK to lean on a wheelchair while talking to the person using it?

Do not assume that a person with a physical disability also has a cognitive disability. Assistive devices (canes, crutches, wheelchairs, walkers, communication boards, etc.) should be respected as extensions of the person or as personal property. Do not move or play with them without permission from the user.

Can you be cited for DUI in a power or electric wheelchair? YES.

5. Cognitive or Psychiatric Disability

When talking with an adult with a cognitive or psychiatric disability, do not speak as you would to a child. Use age appropriate language and mannerisms. Also, do not assume that because a person may not speak, that they are unable to understand or hear you.

When talking with a person with a psychiatric disability, make eye contact and be aware of your body language. Be patient and understanding, and speak normally – mental illness does not mean an inability to hear or understand language. It also does not mean that someone will behave inappropriately.

6. Other Hidden Impairments

There are many hidden impairments that cannot be detected by casual observation. Among them are epilepsy, heart related diseases, breathing impairments such as asthma and lung cancer, and of course diabetes. Unless one is told of the condition or recognizes certain symptoms, these disabilities can intentionally be hidden from everyone.

DISABILITY INCLUSION

Person First Language

Say this	Instead of this	Because
Persons with disabilities	The handicapped	Handicapped is derived from “cap in hand” and implies that someone is dependent on society.
Persons with disabilities	The disabled	One is a person before one is disabled.
Uses a wheelchair, or wheelchair user.	Wheelchair bound, or confined to a wheelchair	A Wheelchair is not confining — it allows movement from one place to Another.

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Language often shapes our perception. Using “people first” (“person with a disability”, “person with a visual impairment”) helps remind us and others that people with disabilities are people first, and are more than their disability.

DISABILITY INCLUSION

Person First Language

Say this	Instead of this	Because
Congenital Disability	Birth Defect	Persons with disabilities are not defective.
Has a Disability	Crippled	Crippled comes from Old English “to creep” and is also used as an adjective meaning inferior.
Persons with Down Syndrome	Mongoloid	Mongoloid is a racist term referring to someone from Mongolia.

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Language often shapes our perception. Using “people first” (“person with a disability”, “person with a visual impairment”) helps remind us and others that people with disabilities are people first, and are more than their disability.

DISABILITY INCLUSION

Person First Language

Say this	Instead of this	Because
Person with mental Illness	Mental, crazy, psycho, insane, nut case	These are offensive and negative stereotypes
Non Disabled	Normal, Healthy, Whole	People with disabilities may also be normal, healthy, and whole.
Person who is Deaf or a Person who Does Not Speak	Deaf and dumb, Deaf-mute	Simply because someone is deaf does not mean they cannot speak, and they are not dumb.

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Language often shapes our perception. Using “people first” (“person with a disability”, “person with a visual impairment”) helps remind us and others that people with disabilities are people first, and are more than their disability.

DISABILITY INCLUSION

Inclusive Service Environments

Creating an Inclusive Service Environment

- Think first about what someone **can** do.
- Lead by example:
People with and without disabilities may be unfamiliar with your environment.
- Offer choices:
for people with disabilities, a personal preference actually may be a personal need.
- Provide training:
Especially in Disability Awareness and Sensitivity.

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An inclusive service environment embraces all people, regardless of disability, and reaches out to individuals with disabilities at all levels – from first time participants to board members.

In an inclusive service environment, people with disabilities are welcomed and valued for their contributions as individuals. The presence of a disability is not seen as a detriment, but valued as part of the range of human diversity.

DISABILITY INCLUSION Inclusive Service Environments

Creating an Inclusive Service Environment

- Have the same expectations from all members, including members with disabilities.
- Do not pry into medical histories or diagnoses.
- Do not casually exchange privileged information, especially medical information.

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Creating an inclusive service environment is a challenging process due to the constant need to respond to evolving policies and the dynamic nature of the work environment.

This process starts with the actions and attitudes of the people already in the environment, especially the manager.

DISABILITY INCLUSION
Inclusive Service Descriptions

**Essential and Marginal Functions
of a Service Position**

**THE KEY OBJECTIVE OF
A SERVICE DESCRIPTION IS:**

**To identify the essential functions and
marginal functions of the position.**

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Inclusive service descriptions clearly demonstrate the **essential** and **marginal** functions of a position. They are a critical first step to creating an inclusive service environment.

Taking the time to ensure that your service descriptions are inclusive will assist you in outreach and recruitment. It will send a clear message that you are actively inclusive and will help you make good management decisions.

DISABILITY INCLUSION Inclusive Service Descriptions

Essential Function

**Any one of the following three factors
can make a function essential:**

- The position exists to perform a specific function.
- There are a limited number of other participants available to perform the function or among whom the function can be distributed.
- A function is highly specialized and the person in the position is selected for special expertise or ability to perform it.

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An essential function is a task or service duty that is critical to the position. If it is not performed, the nature of the position is fundamentally changed. Any one of the following three factors can make a function essential:

Matching an applicant with a disability and a service position is virtually the same as matching any other applicant with a service position.

Essential functions must be completed, but they can often be completed in a variety of ways.

Marginal Function

- A marginal function is a nonessential part of a service position.
- It may be a task that is completed on an as needed basis, or
- A task that can be easily reassigned.

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Evaluate service positions periodically. Positions change and you should reflect those changes in the service description.

An essential function is one that is critical to the position. Teaching is an essential function of a tutoring position.

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Classifying a Task

To determine whether a function is Essential or Marginal, ask these questions:

- 1. Identify the purpose and importance of each task focusing on the end result rather than how it is done:**

What is the product of the completed task or function?

- 2. Consider whether the task is critical to the service position:**

If the task is not performed, will the nature of the position fundamentally change?

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- 1. What is the product of the completed task or function?***
- 2. What is the product of the completed task or function?***

DISABILITY INCLUSION

Classifying a task

3. Consider the frequency with which the task is performed:

Can the task be performed on an as needed basis?

4. Estimate the amount of time required to perform the function:

If the task is not performed, will the nature of the position fundamentally change?

5. Consider skills or other requirements associated with the task:

Can the task be easily reassigned?

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3. *Can the task be performed on an as needed basis?*
4. *If the task is not performed, will the nature of the position fundamentally change?*
5. *Can the task be easily reassigned?*

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Classifying a task

Examples: Essential and Marginal Functions

Service Task

- Participants will provide homework help to third grade students at an after school program.
- Participants will occasionally fix snacks for students as needed.

Essential functions:

- Ability to read and explain third grade subject matter.
- Ability to communicate effectively with children.

Marginal functions:

- Fixing snacks at the end of the tutoring session.

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Essential functions:

Ability to read and explain third grade subject matter.
Ability to communicate effectively with children.

Marginal functions:

Fixing snacks at the end of the tutoring session.

DISABILITY INCLUSION
“Qualified” Applicants

**A “Qualified” Applicant
with a Disability must be able to:**

1. Perform the essential functions of the position with or without accommodations.
2. Meet any qualifications or certifications that the program has in place, such as being a registered nurse.
3. Meet the same qualifications and standards as other participants in the program.

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A “Qualified” Applicant with a Disability must be able to:

1. Perform the essential functions of the position with or without accommodations.
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3. Meet the same qualifications and standards as other participants in the program.

DISABILITY INCLUSION
Self Disclosure of a Disability

SELF DISCLOSURE

Why or Why Not?

To Self Disclose means:

*to inform another that you have a
disability.*

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SELF DISCLOSURE

Why or Why Not?

DISABILITY INCLUSION Self Disclosure of a Disability

Why should a person disclose that they have a disability?

1. AmeriCorps personnel must be made aware of any disability in order to provide accommodations.
2. Reasonable accommodations can be made available to assist with performing AmeriCorps service.
3. The ADA protects against discrimination only after self disclosure is made.

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Why should a person disclose that they have a disability?

Three reasons why AmeriCorps members are encouraged to self-disclose are:

1. AmeriCorps personnel must be made aware of any disability in order to provide accommodations.
2. Reasonable accommodations can be made available to assist with performing AmeriCorps service.
3. The ADA protects against discrimination only after self disclosure is made.

DISABILITY INCLUSION Self Disclosure of a Disability

Who will know about a disability once self disclosure is made?

1. This voluntary information must be treated the same way as medical records and is required by law to be kept confidential.
2. Only persons involved in granting accommodation requests will be informed of self disclosed information.

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Who will know about a disability once self disclosure is made?

Only those people who must know in order to provide an accommodation will be advised of your self disclosure and only then with your permission to do so.

DISABILITY INCLUSION
Self Disclosure of a Disability

**Self Disclosure:
It's an individual decision.**

This voluntary information must be treated the same way as medical records and is required by law to be kept confidential.

Only persons involved in granting accommodation requests will be informed of self disclosed information.

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This voluntary information must be treated the same way as medical records and is required by law to be kept confidential.

Only persons involved in granting accommodation requests will be informed of self disclosed information.

DISABILITY INCLUSION Self Disclosure of a Disability

Reasons for NOT Self Disclosing

1. Negative reactions from friends, co-workers, or strangers
2. Fear they will be avoided, made fun of, or treat them like a child.
3. Some disabilities have negative connotations associated with them such as alcoholism and AIDS.
4. Discrimination by employers.

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Reasons for NOT Self Disclosing

Negative reactions from friends, co-workers, or strangers.

A person got cancer because of bad habits like smoking, it's their own fault.

Fear they will be avoided, made fun of, or treat them like a child.

People don't want to be around a person that is different or can't do things everyone else does.

Some disabilities have negative connotations associated with them such as alcoholism and AIDS.

Self Disclosure of a Disability

Examples Why People May NOT Self Disclose

Laura opted NOT to self disclose that she had a learning disability to her co-workers because she felt she did not need any special accommodations. “I had become quite adept at compensating for my disability. As long as I was able to use computers and didn’t have to write anything by hand, I could get away without anyone knowing.”

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Examples Why People May NOT Self Disclose

Laura felt she could accommodate herself and “cover up” her disability.

Self Disclosure of a Disability

Examples Why People May NOT Self Disclose

John has psychiatric and other disabilities and is attending college. He decided not to self disclose because he felt he could meet his accommodation needs on his own without involving formal assistance. He requested a single room rather than a shared living space to accommodate his medication schedule, need for privacy, and varied sleeping patterns. The college complied without knowing the request was disability related.

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John felt he could handle his needs without divulging his condition to anyone.

Self Disclosure of a Disability

Examples Why People May NOT Self Disclose

Karen, who has diabetes, was reluctant to discuss her condition openly with her college friends.

“My roommates and the class advisor knew I had diabetes, just in case anything was to happen. Other than that, no one knew, except for noticing that I ate oranges all the time.”

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Although Karen could hide her condition, it could cause confusion if she had a diabetic episode and no one around her was aware of the condition.

DISABILITY INCLUSION

Interacting with People with Disabilities

Reasons We Do Not Interact with People with Disabilities:

- **FEAR** of doing or saying the wrong things.
- Being **NERVOUS** and **UNSURE** of how to communicate with the individual.
- **SELF CONSCIOUS** about being seen by others while interacting with a person with a disability.

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Fear is one of the main reasons we are reluctant to interact with people with disabilities. Do not let fear of making a mistake, fear of saying the wrong thing, or fear of the unknown make you reluctant to interact with people with disabilities. If you make a mistake, acknowledge it, apologize, and move on.

Be aware of barriers, both permanent and temporary.

Do not assume your assistance is needed. Politely offer assistance, and wait for a reply before acting. If your offer is accepted, wait to be directed. Do not be offended if your offer of assistance is not accepted; many persons with disabilities would rather do things for themselves whenever possible.

Never lean on a person's wheelchair, as it is often considered an extension of the body; leaning on it is the same as leaning directly on the person. If you bump into a person's wheelchair, say, "Excuse me." It's the same as bumping into the person directly.

When talking to a person in a wheelchair, try to sit so that you are at eye level.

When talking to a person with a disability, speak directly to the person. If there is a companion or interpreter present, always direct your comments to the person with the disability.

When interacting with a person who has difficulty with attention or short term memory, face the person and maintain eye contact. Use short sentences and give instructions in increments.

DISABILITY INCLUSION **Accommodations**

TECHNOLOGY + SERVICES + ENVIRONMENT = ACCOMMODATION

Accommodations may include technology, services, and changes in the work (policies and procedures) and the built environments that enable individuals with disabilities to perform essential functions or to equally participate in events and programs.

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TECHNOLOGY + SERVICES + ENVIRONMENT = ACCOMMODATION

Accommodations may include technology, services, and changes in the work (policies and procedures) and the built environments that enable individuals with disabilities to perform essential functions or to equally participate in events and programs.

DISABILITY INCLUSION Accommodations

An inclusive environment:

1. Does not presume a person requires an accommodation, but creates conditions that are open and allow for effective communication about needs.
2. Creates conditions that give a qualified individual with a disability the confidence to request the needed accommodation(s) and carefully considers each request.

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An inclusive environment:

1. Does not presume a person requires an accommodation, but creates conditions that are open and allow for effective communication about needs.
2. Creates conditions that give a qualified individual with a disability the confidence to request the needed accommodation(s) and carefully considers each request.

DISABILITY INCLUSION Accommodations

An inclusive environment:

3. Engages in a dialogue with the individual requester to help determine the appropriate and effective accommodation(s).
4. Provides accommodations with the goal of truly enabling an individual to fully participate and contribute. It approaches the provision of accommodations as one of doing all it can do to ensure access and inclusion, rather than focusing on what “has to happen.”

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An inclusive environment:

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DISABILITY INCLUSION **Accommodations**

Examples of Accommodations

1. Removing barriers to increase accessibility.
2. Restructuring a service position.
3. Modifying a service schedule.
4. Modifying policies or procedures.
5. Obtaining or modifying equipment or devices.
6. Reassigning a member to a vacant position.
7. Providing services, such as qualified readers, interpreters, or real-time captioning.

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Examples of Accommodations

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DISABILITY INCLUSION Accommodations

Two common instances when you will need to provide accommodations are:

1. For public events and meetings that your program may sponsor, including service activities.

Insure that you provide members of the public an opportunity and a means to request accommodations. A simple statement not only demonstrates your effort to create an inclusive environment, but responses to the statement gives you time to make sure needed accommodations have been addressed.

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Two common instances when you will need to provide accommodations are:

1. For public events and meetings that your program may sponsor, including service activities.

Insure that you provide members of the public an opportunity and a means to request accommodations. A simple statement not only demonstrates your effort to create an inclusive environment, but responses to the statement gives you time to make sure needed accommodations have been addressed.

DISABILITY INCLUSION Accommodations

2. When a qualified individual with a disability in your current program specifically requests accommodations.

Once an individual requests an accommodation, the first step is to talk to the individual to find out what functional limitations exist that might hamper the fulfillment of essential functions. Discuss any existing barriers that might prevent or limit participation in the program or activity.

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DISABILITY INCLUSION Accommodations

Making the Requested Accommodation

On occasion, someone may request an accommodation that you feel is too expensive, impractical, or impacts your program's ability to meet its mission. Under these circumstances, it is always a good idea to contact technical assistance resources for guidance. There may be options neither you nor the participant thought about that might fully accommodate any functional limitations and allow the member to perform the essential functions of the position.

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Making the Requested Accommodation

Individuals usually know what they need and how to secure it, but in some cases they won't. Also, a participant may request accommodations but you may be unclear about his or her functional limitations. Seeking technical assistance can be beneficial and cost effective.

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DISABILITY INCLUSION **Accommodations**

People may ask for accommodations without using the word “accommodation.”

For example, a participant who uses a wheelchair informing his supervisor that the wheelchair does not fit under the desk in his office is a request for an accommodation. If unsure how to accommodate a need, seek assistance from reliable resources.

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DISABILITY INCLUSION Accommodations

Technical Assistance Accommodation Resources

1. **National Service Inclusion Project (NSIP)** of the Institute for Community Inclusion, University of Massachusetts/Boston is the organization funded by the Corporation for National and Community Service (CNCS) to provide its grantees with training and technical assistance in the area of disability inclusion. NSIP can be reached at **1-888-491-0326** or by email at **NSIP@umb.edu**.

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Technical Assistance Accommodation Resources

2. Disability and Business Technical Assistance Centers (DBTAC):

are a federally funded resource that can assist you. They can be reached at

1-800-949-4232 or **www.adata.org**.

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DISABILITY INCLUSION Accommodations

Technical Assistance Accommodation Resources

- 3. Job Accommodation Network (JAN)** is another excellent resource that is available to you at no cost. JAN can be reached at **1-800-526-7234** or **www.jan.wvu.edu**.

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Technical Assistance Accommodation Resources

- 4. Independent Living Centers (ILCs)** are federally funded and located across the country and can provide you with assistance. You may find closest ILC at www.ilru.org.

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IT'S THE LAW

Keep in mind that you are legally required to provide an effective accommodation, unless you can prove that doing so is an undue financial or administrative burden to your program.

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Disability inclusion

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California Service Corps

Office of the Governor

Department for Human Support Services
Cabinet for Health and Family Services



· Obtaining passage of several federal laws that advance the civil rights of persons with disabilities:

“ **Section 504 of the Rehabilitation Act**

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=15>

“ **The Air Carrier Access Act**

<http://airconsumer.ost.dot.gov/rules/382SHORT.htm>

“ **Fair Housing Act Amendments**

<http://www.hud.gov/library/bookshelf09/fhefhag.cfm>

“ **Americans with Disabilities Act (ADA)**

<http://www.usdoj.gov/crt/ada/adahom1.htm>